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Sep 20th 2018

Via ECFS Marlene H. Dortch, Secretary Federal Communications Commission 445 12th Street, S.W. Washington, D.C. 20554

Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1

Dear FCC,

I could not wait until Sonic could provide the fiber line directly to my home.

I now pay 1/3 of what the DSL Cable Company (the only other option) was charging me. I have faster, more powerful service. It does not slow down in the evening when everyone in the neighborhood comes home. It allows me to work in other areas of my home, which the cable signal did not. My viewing options are better and I can better taylor them to my preferences.

When I call my provider, Sonic, I get a LIVE person on the phone. No voicemail jail, no entering massive amounts of information to only be directed to another robot voice. I have a provider that responds to ME, that believes in customer service, doesn't just talk about it to sell me. This is the good part of competition, this is the part that makes businesses provide better service.....because if you don't, you will lose your customers!

Do not give the big guys all the power, they will never listen to their customers, because they don't have to!

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